Online Applications

Version 4

SOPHIE GUDGION, LEARNING AND TEACHING SOLUTIONS

The Open University

I PREREQUISITES

DISCLAIMER

The Open University may require you to install FirstClass and/or Lyceum as part of your OU course studies. The installation and use of FirstClass and Lyceum are fully supported by the LTS Student Computing Helpdesk.

The installation of any other software supplied on the CD-ROM is optional; you should only install the software if you wish to do so. The installation and use of any other software on the P559 CD-ROM is not supported by the LTS Student Computing Helpdesk. The University acts as an agent for third party products on behalf of other companies and can accept no liability for installation or use of the software supplied on this CD-ROM.

You will need:

- A PC with Windows 95, 98, Me, NT 4.0, 2000 or XP
- For FirstClass or Lyceum your Open University Computer Username and password will be required, along with access to one of the following:

  Either – a dial-up Internet account from a commercial Internet Service Provider (ISP)

  Or – a Local Area Network (LAN) connection to the Internet (such as your company's Network).

2 SOFTWARE INSTALLATION

2.1 HOW TO INSTALL THE SOFTWARE

Follow the steps below:

1. Start up your computer with Windows running. Make sure you have no other programs running and place the CD in the CD-ROM drive (which is assumed to be drive D in the instructions below).

2. The installation program should start to run automatically. If this does not happen on your machine click on the Start button, then Run, then type:

    <div align="center">D:\install.exe</div>

    into the box labelled Open:, and click on OK.

3. The set-up process for the Online Applications CD-ROM will start. From the first dialogue box, the 'Welcome' screen, click on the 'Next' button. If at any stage you decide to Cancel the set-up process you can come back to it again by starting from step 1 above.

4. After the Welcome message, you will be presented with a number of different categories of software to install. You can select any of these options and you may then be presented with further choices.

5. To install FirstClass you need to select the "FirstClass (Email and Conferencing)" category.

   It will install FirstClass Documentation onto your machine, enabling you to read the various sections at the appropriate time. These have been designed so that they are printable. Once this documentation has been installed, it will be available from your Windows Start Menu, within 'Programs', 'FirstClass Docs'.

6. To install the other applications you can follow the procedure above – select the category and then choose the right piece of software for your course. Each of the other software packages is described in Section 4 of this booklet, which you should read first before installing further software.

3 YOUR OPEN UNIVERSITY COMPUTER USERNAME AND CONNECTING TO FIRSTCLASS

You should already have received a letter from the Open University informing you of your Open University Computer Username and password.

To activate your FirstClass account (email and conferencing) you need to register for the FirstClass service.

Students need to visit the Personal Menu on the Student Home web site:

http://www.open.ac.uk/students/

Associate Lecturers need to visit the Personal Menus on the following web site:

http://www.open.ac.uk/als/

The Personal Menu offers you a number of computing services, in addition to FirstClass. In order to activate your FirstClass account you will need to 'sign on' to the web site with the Username and password on your letter to view your Personal Menu of computing services. If you have never used the online services previously, the first time you sign on you will be asked to set some personal details: security information and a new password. By completing this process you will be able to register for the FirstClass service, setting your preferred name (i.e. the name you wish to be known as on the system), and within a few hours your Open University Computer Username and new password will give you access to the relevant FirstClass server.

Once your FirstClass account has been created you will see a link on your Personal Menu titled FirstClass Desktop. There will be some information next to the FirstClass Desktop link including the name of the FirstClass server you will connect to. Note down the FirstClass Server number as you will need this server number to set up your connection to FirstClass.

Some aspects of your FirstClass account, such as access to course-specific conferences, will be determined by the dates that those services have been designated to commence. These will also be displayed on your Personal Menu.

CONNECTING TO FIRSTCLASS

Once you have registered for your FirstClass account and installed the FirstClass software from the Online Applications CD-ROM, you need to make some changes to the FirstClass Service Setup to be able to connect.

Once FirstClass has been installed, go to the Windows Start menu, select Programs, FirstClass, FirstClass. The FirstClass Login window will appear.

Make sure the login window shows home.fc in the Address: field; click on the down arrow next to the Address: field to select home.fc if it is not already showing. Click on the 'Setup' button on the Login window to view the 'Service Setup' screen. Check that the Service Setup screen shows TCP-IP.FCP in the Connect Via field and type your OU Computer Username in the User ID field. Leave the Password field blank, and make sure there are no ticks against Login as Guest or Login Automatically.

For the next step you need to know your FirstClass server number (see previous section). Your server number will be one of the following: 1, 2, or 3. You will need to substitute the number of your server where you see the letter X.

The Server: field should already read oufcntX.open.ac.uk

You must substitute your server number for the X in the Server: field text, e.g. oufcnt1.open.ac.uk

Both the Network and Phone fields should be empty. Save any changes by clicking on the Save button.

Make your connection to the Internet as you normally would, go back to the FirstClass Login window, type in your password, then click on Login.

4 WHAT'S ON THE CD-ROM

4.1 FIRSTCLASS

FirstClass is the Open University's email and conferencing software. It will allow you to interact with students and academics from all over the University.

When you install the FirstClass software, documentation will also be installed to explain how to use the conferencing system. Once this documentation has been installed, it will be available from your Windows Start Menu, within 'Programs', 'FirstClass Docs'.

4.2 WEB BROWSERS

Web browsers can be used to view Web pages over an Internet connection (or html files offline).

4.2.1 MICROSOFT INTERNET EXPLORER
Do not install this version of Internet Explorer if a copy has already been installed as part of your ISP's installation. We have customised this browser to include some Open University 'Favourites', and also some additional software you may find useful.

4.2.2 NETSCAPE COMMUNICATOR
You will not need to install this if you have chosen to install Internet Explorer. This software is available for Windows 95 or later.

4.3 PLAYERS AND VIEWERS

4.3.1 ADOBE ACROBAT READER

To enable you to view Portable Document Format (pdf) documents we have included the Acrobat Reader software. This software may be required to view and or print documentation on the CD-ROM.

4.3.2 MACROMEDIA SHOCKWAVE AND FLASH

You do not need to install these tools if you installed the 'Standard' or 'Full' versions of Microsoft Internet Explorer 6 from this CD-ROM.

Macromedia Shockwave is a suite of applications including Flash player that allow you to view web-based animations and interactive applications. Some course web sites will require the use of these applications.

4.3.3 QUICKTIME PLAYER

QuickTime Player will allow you to view or listen to video or audio clips. Some course web sites will offer QuickTime material.

4.3.4 MS WORD VIEWER

You should not install this software if you have the full version of Microsoft Word 97 or later.

This application allows you to view documents that have been saved in Microsoft Word format without you having to purchase the whole Word application. This viewer software will not allow you to edit the documents, but will allow you to view or print them. You may require this software to view documentation (as *Word* files) received through the electronic-TMA system.

4.3.5 ADOBE EBOOK READER

Adobe Acrobat eBook Reader enables you to read high-fidelity eBooks on your notebook or PC.

4.4 ZIP AND FTP UTILITIES

4.4.1 WINZIP (SHAREWARE)

It is important to note that this is only an evaluation copy of this software and if you intend to use the software longer than the evaluation period (currently 21 days) then you must pay for, and register, the product with WinZip – at http://www.winzip.com

WinZip is a piece of software that allows you to compress and decompress files. Some form of compression software may be required for the electronic-TMA system (which your course may use to allow you to submit TMAs electronically).

4.4.2 WIZ – INFO-ZIP (FREEWARE)

Info-ZiP is free software that allows you to compress and decompress files. (You may use this, for example, to compress TMA files for the electronic-TMA system.)

4.4.3 WS_FTP LE

WS_FTP LE allows you to upload and download files over an Internet connection using the File Transfer Protocol (ftp). Some courses require the use of this software.

4.5 JAVA

You should only install the Java software if the course you are registered on specifies that you will need to use it.

The Java Runtime Environment (JRE) and Java Media Framework (JMF) are included for courses running applications written in the Java programming language.

4.6 LYCEUM

You should only install Lyceum if the course you are registered on specifies that you will be using it.

You will not be able to access Lyceum if your course is not using it, even if you have installed the software.

Lyceum is a tool that allows you to work with your Associate Lecturers (tutors) and other students on your course simultaneously over the Web, using audio conferencing and various shared tools.

When you install this software you will also have the option to install a set of documentation explaining how to use Lyceum. This software is accessed via the Start menu, Program Files, LyceumDocs.

4.7 KASPERSKY ANTI-VIRUS SOFTWARE

You should install this software only if you have no other satisfactory anti-virus software on your computer.

During installation simply accepting all of the defaults, that is, clicking on Next etc. as appropriate and selecting the Typical installation, is all that is needed by most people. If you are asked for a password, enter 'OUAV' into each box.

You will need to set the Update options so that the software is kept regularly up-to-date over the Internet. Full details on how to install AVP, update and configure AVP, and how to 'disinfect' virus infections, can be found on in the AVP documentation on the CD-ROM.

5 SOURCES OF HELP

5.1 TELEPHONE SUPPORT

LTS Student Computing Helpdesk staff will be available from 09:00 until 22:30, 7 days a week (excluding Bank Holidays and OU closure days), on:

+44 (0) 1908 653972.

Staff can give advice to help you get your course software installed and running on your computer. They can also offer assistance with use of the online conferencing system, FirstClass; problems with Usernames or passwords; problems using the Lyceum environment/software.

5.2 HELPDESK WEB SITE

The LTS Student Computing Helpdesk web site can be found at

http://www.open.ac.uk/students/helpdesk/

5.3 FIRSTCLASS HELPDESK CONFERENCE

There is a conference in FirstClass, entitled 'LTS Helpdesk' which is monitored by the Helpdesk staff and others with detailed knowledge of various computing areas.

Open the LTS Helpdesk conference to find various sub-conferences on specific topics. There is a large read-only FAQ (Frequently Asked Questions) area, which may well contain the answer that you need. Failing that, you can send a message to one of the sub-conferences and check back there for replies.

5.4 EMAIL ADDRESS

For a *private* email response to a query, questions can be posted to:

LTS-student-helpdesk@open.ac.uk

Please include all necessary information required to resolve your query, **including your Student number and Course Code.**